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(LB1025)

PATENT APPLICATION

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TRANSMITTAL FOR U.S. PATENT APPLICATION
UNDER 37 CFR §1.53(b)



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Sir:

Transmitted herewith for filing is the original patent application of:

Inventors: Benjamin A. Knott, Robert R. Bushey, John M. Martin and Stephanie Andrews

Filed: January 29, 2004

Title: **METHOD, SOFTWARE AND SYSTEM FOR DEVELOPING
INTERACTIVE CALL CENTER AGENT PERSONAS**

Assignee: SBC Knowledge Ventures, L.P.


Enclosed are:

- (1) Specification, Claims and Abstract (35 pages);
- (2) Formal Drawings (3 sheets);
- (3) Executed Declaration and Power of Attorney (5 pages);
- (4) Assignment (4 pages);
- (5) Assignment Recordation Form Coversheet (2 pages);
- (6) Information Disclosure Statement (2 pages)
- (7) PTO Form 1449 Citation (1 page);
- (8) Patent Application Transmittal Form (2 pages);
- (9) Certificate of Mailing by Express Mail (1 page);
- (10) Check in the amount of \$964.00;
- (11) Check in the amount of \$40.00 for Assignment Recordation; and
- (12) Postcard.

FEE CALCULATION					FEE
	Number		Number Extra	Rate	Basic Fee \$770.00
Total Claims	26	-20	6	6 X \$18 =	\$108.00
Independent Claims	4	-3	1	1 X \$86 =	\$86.00
TOTAL FILING FEE =					\$964.00

Enclosed is a check in the amount of \$964.00 for the filing fee. Please charge any additional fees or credit any overpayment to Deposit Account No. 50-2148 of Baker Botts L.L.P.

BAKER BOTTS L.L.P.
Attorneys for Applicant


Brian A. Dietzel
Registration No 44,656

Date: January 29, 2004

CORRESPONDENCE ADDRESS: Customer Number: 31625

Baker Botts L.L.P.
1500 San Jacinto Center
98 San Jacinto Blvd.
Austin, Texas 78701-4039
(512) 322-2674
(512) 322-8307 fax

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PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Benjamin A. Knott, Robert R. Bushey, John M. Martin and
Stephanie Andrews

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Title: **METHOD, SOFTWARE AND SYSTEM FOR DEVELOPING
INTERACTIVE CALL CENTER AGENT PERSONAS**

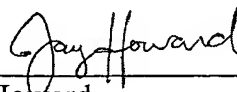
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P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

CERTIFICATE OF MAILING BY EXPRESS MAIL

I hereby certify that the attached Patent Application Transmittal, Patent Application, Formal Drawings, Declaration and Power of Attorney, Assignment; Assignment Recordation Form Coversheet, Information Disclosure Statement, PTO Form 1449, and a check in the amount of \$964.00, a check in the amount of \$40.00 and postcard are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on this 29th day of January, 2004, and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.



Jay Howard

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